

GRANTEE MONITORING

Grantee Name	LifeCare Center East
Location/Address	891 White Bear Ave St. Paul, MN 55106
Phone Number	651-776-2328
Date and Location of Site Visit	2/8/2018 LifeCare Center East
Grantee Participants	Jennifer Meyer, Executive Director
MDH Participant(s)	Mary Ottman, Grant Manager
Grant Agreement #/PO #	838868

PURPOSE:

In accordance with the MDH Policy 238.01 Grantee Monitoring, MDH will conduct at least one monitoring visit per grant period on all state grants of over \$50,000, and at least annual monitoring visits on grants of over \$250,000.

The purpose of the grant monitoring visit is to review and ensure progress against the grants' goals, to address any problems or issues before the end of the grant period and to build rapport between the state agency and the grantees. This visit may cover topics such as statutory compliance; challenges faced by the grantee, modifications made to the grant program, program outcomes, grantee policies and procedures, grantee governance, and training and technical assistance needs.

The findings or information obtained through this monitoring activity will be used:

- To ascertain how MDH program funds are being utilized
- To provide targeted technical assistance needs
- To improve program implementation performance
- To suggest other training needs
- In future funding decisions

OVERVIEW

1. Is the Grantee's non-profit 501(c) 3 status current? **Yes**

GRANTEE MONITORING

2. Does the Grantee have a central file containing the official records for this grant agreement and/or amendment? [Yes-binder](#)
3. Where is this central file located? [In the Executive Director's office](#)
4. Who is responsible for this central file? [Jennifer Meyer ED](#)
5. Does the central file include
 - The grant proposal? [Yes](#)
 - The award letter? [Yes](#)
 - The signed grant agreement and any/all amendments? [Yes](#)
 - Any/all requests and/or approvals for scope/budget changes? [Yes](#)
 - The work plan? [Yes](#)
 - Any/all payment requests (invoices)? [Yes](#)
 - Any/all signed subcontracts? Not applicable (no subcontracts) [N/A](#)
 - Any/all Progress Reports? [Yes](#)

REPORTING REQUIREMENTS

1. Does the organization meet all reporting requirements as outlined in the grant agreement and/or amendment? [Yes](#)
2. Are expenditure reports submitted timely and accurately? [Yes](#)
3. Are progress reports submitted with all required information and in a timely manner? [Yes, most of the time-if extra time is needed Mary Ottman is emailed a request for additional time](#)

CONTRACTUAL

1. Does the Grantee have written policies or procedures addressing use of contractors and/or subcontractors?
[Yes](#)
2. Were any sub-contractors paid from the MDH grant required to sign a contractual agreement outlining services to be rendered, duration of engagement, and pay rate? [N/A](#)

GRANTEE MONITORING

3. Was the contractual agreement(s) reviewed and approved by MDH before implementation?
N/A

PERSONNEL POLICIES, PROCEDURES AND PRACTICES OF THE GRANTEE

1. Are time distribution records (e.g., time-sheets) maintained to show how employees who are funded through, or contributed in kind to, the MDH grant and who work on multiple projects/programs spend their time? [Yes](#)
2. Do personnel and/or payroll records show dates of hire/termination, immigration status if applicable, actual hours of time worked, leave time, federal and state programs worked on, and earning for all employees who are funded through, or contributed in kind, to the MDH grant? [Yes](#)
3. Does the Grantee have policies and procedures in writing regarding:
 - Payroll? [Yes](#)
 - Travel? [Yes](#)
 - Overtime? [Yes](#)
 - Timesheets? [Yes](#)
 - Taxes? [Yes](#)
 - Purchasing? [Yes](#)
 - Compensated time off? [Yes](#)
4. Are employees time sheets approved? [Yes](#)

By whom (what position)? [Jennifer Meyer ED](#)

By the Executive Director? [Yes and Bookkeeper](#)
5. Does the Grantee's payroll preparation and distribution involve more than one employee? [Yes, ED and Bookkeeper](#)
6. Does an authorized official approve all checks before being signed? [Yes ED and Bookkeeper](#)

GRANTEE MONITORING

Additional Comments:

Life Care East has utilized best practices in organizing the management of their Positive Alternatives grant.

GRANTEE MONITORING

PROGRAMMATIC QUESTIONS

Please use this space to answer all questions.

Program History

- When was your program started? Why was it started? [July 1, 2012 we began with the PA Grant but we opened our doors in 1989 to serve abortion-minded women in the community. The organization has been in its current location for 13 years.](#)
- What need does your program fulfill? [We serve the community with pregnancy tests, STI testing and treatment, education, life coaching, group classes, and prenatal care to ensure a healthy pregnancy outcome.](#)
- How has the program grown or changed since its beginning? [We have expanded all of our current services to keep up with the demand and ever changing medical advances.](#)

Grantee's Target population

- Who does the organization primarily serve? [A diverse, low income population that is mostly uninsured.](#)
- What is the program's demographic and geographic coverage? [Eastside of St. Paul with a wide range of race and ethnic backgrounds.](#)
- Review recent Demographic reporting. [Recent Demographic reporting was reviewed. It was noted that individual and the number of services provided were lower than planned. We were a staff member down and have just added our group class schedule. This will bring up the number of clients served.](#)

Leadership and Governance

Effective Board: How many board members currently serve, who are they?

[We have 8 board members.](#)

[Greg & Diane Mencke, Michele Spencer, Frank Lambert, Peggy Esch, Barbara Dries, Ernie Timmers, and Bill Smetana](#)

- How often do they meet? How are they informed of organization's progress and challenges? [The board meets once a month-I keep the president and V.P. updated through emails and phone calls and they are very informed.](#)
- How supportive is the Board of the program? [Very supportive of moving forward and supporting the programs put in place.](#)
- How is the program staffed? Who is responsible for the supervision of grant staff? [The Executive Director is in charge of all hiring and supervision.](#)

GRANTEE MONITORING

- How are staff evaluated on their performance? How long have PA staff been employed there? [Yearly reviews to be done this month.](#)
- How are staff background checks done? [Criminal background check through the State of MN](#)
- What is your organization's policy on complaints for staff and clients? [All complaints go through the ED and then to the board for review.](#)

Budget

- Does the current budget reflect your work plan activities? [Yes – 6 staff mostly part-time.](#)
- Is the budget accurate for the project size/scope? [Yes](#)
- Do you have any challenges with the budget or invoicing? [No](#)
- Has your Financial Reconciliation taken place? [No, but expect your Reconciliation within the next 12 months.](#)
- If you have an elevated risk designation, and/ or your Financial Reconciliation report cited any concerns, these will be discussed.

Review Work Plan including:

Partners

If applicable: how are people referred to the program? Are there any barriers encountered with referral sources? What is your most common referral source? [We seem to find most of our referrals come from WIC and area hospitals or family and friends-since we have been in the community for over 28 years word of mouth is our greatest asset-we do not have any issues with outside referral sources.](#)

- Challenges with partners or specific counties? [We do not have any challenges at this time.](#)

Work Plan

- Review your 2016 – 19 grant application's description of the program you are asking to be funded. On your work plan note the services and activities you said you would provide and the number of clients you would serve.
- **Prepare a short summary of your current program(s) and the number of clients being served.** How does what you describe in the application compare with what you are currently providing? Have any programs and/or activities or services been added or removed? Have the number of clients being served per quarter decreased or increased since June 2016? Is there anything in particular you want to share about your current program to explain its current status?

GRANTEE MONITORING

At this point in the grant cycle, we are at our largest numbers for the prenatal care program since it started 4 years ago. We have 15 women enrolled in the program which includes all of their doctor and nurse visits, labs, tests, ultrasounds, and education plus delivery and post-partum care. We are very proud of this program. Our other services are still strong even though some of the numbers may be similar to last year or lower.

We have tweaked our education curriculum to include a life coaching discovery session of every new education client.

We are also attempting to determine if basic needs are being met for each new client and referring them out if necessary.

Our group classes are starting off strong with more to be added as the year progresses. Right now I want to grow each program and make them stellar before adding more.

- Do you anticipate making any changes to the 2017-18 Work Plan? If so, in what way and for what reasons? In the last quarterly reporting cycle I changed a few of the client target numbers and descriptions of services to accurately reflect our programming.

Participants:

- What type of outreach does the organization put into action? What is working well? We have added Facebook ads this year. I run a unique ad every month to ascertain what will catch client's attention. So far the response has been well received. We have almost 1,000 likes on our Facebook page and higher numbers visiting our website. What are more the challenging aspects to finding or retaining clients? Having outside agencies giving out incorrect information. It is a huge task to keep all the outside agencies knowledgeable about our services.

Data:

- How is program data collected and by whom? Is data collected useful to agency?
- Anything we can do to help or simplify data collection? We use our electronic web service, Ekyros. Demographic form also is used to collect data.

Review Evaluation

- Your Year 1 Evaluation Report Summary will be discussed (If you were a past grantee).

GRANTEE MONITORING

- Your Year 2 Evaluation Plan will be reviewed. Any suggestions provided in your 2016-17 Report Summary should be included in the plan, if you are continuing a similar evaluation. If you are planning a new evaluation, details will be discussed. Do you have any questions on your evaluation? [Evaluation is running along smoothly. Both Year 1 and the current Year 2 Evaluation projects were discussed. Both evaluations have been planned, implemented and reported on by staff.](#)

Miscellaneous

- Anything else you would like to share? [Not at this time.](#)
- Anything else we haven't asked? [No](#)

What can we do to help?

- Trainings and Grantee meetings useful for grantee? Any topic suggestions? [Nurse Family Partnership Agency-I think most centers are unaware of this service](#)
- Feedback or suggestions for the state? [Ensure that all invoicing documents are accurate and functional. I usually have to play with them to make them work correctly.](#)
- Is there any way MDH can assist you to better equip your success in the Positive Alternatives Grant Program? [Review of cost of goods for grant purchases – The hope is to revisit the budget guidelines for spending before the next PA grant cycle.](#)

Summary:

[Life Care Center East \(LCCE\) has been a Positive Alternatives \(PA\) grantee since the 2012-2016 grant cycle. They are strategically located in a high traffic area of inner city St. Paul with easy access to bus lines. They have also been the recipient of an award of additional funding for Years 2 and 3 of the current grant cycle. They are using their funding to expand upon their programming and are currently funded for the following programs: car seat safety and education, case management, crib distribution and education, life skills education, nutrition support, pregnancy and parenting education, pregnancy testing, prenatal care and outreach.](#)

[LCCE is unique as a PA grantee as they are the only PA funded organization that provides totally free prenatal care for their clients making it possible to offer total comprehensive care to meet the multiple needs of the women in their community. Prenatal services are provided several days a week for up to 25 clients who represent a diverse, low income and uninsured population through the volunteer work of three physicians.](#)

[Outreach for LCCE includes referrals for clients made to multiple local organizations, word of mouth from clients to family and friends, area hospitals, a presence on Facebook along with](#)

GRANTEE MONITORING

placing well developed Facebook ads positioned to reach a specific demographic. Challenges include keeping all local outside agencies knowledgeable and informed of their multiple services.

The current Work Plan has incorrect revisions on the form LCCE submitted within the last year. The ED will send the correct version of the revised Work Plan to MDH and will in turn be sent the corrected version of their form. It will also be filed for future reference in LCCE's MDH file.

Medically accurate information for programming was also discussed. LCCE is moving towards using educational and informational materials for their pregnancy and parenting educational programming from a company called, Customized Communications. Most current programming used by LCCE is being phased out based on lack of accountability of medically accurate reference materials for program development.

The year 2 Evaluation Project is going well and has been planned and implemented by LCCE staff. Clients will be tracked to find if they are following up on at least one community referral. They are also looking at the follow up of the 1st prenatal visit for pregnant clients.

LCCE has been a responsive and enthusiastic PA grantee responsibly using their funding for expanding and responding to the needs of the underserved and marginalized women in their community who are pregnant or are parenting an infant. I look forward to working alongside the staff of LCCE to continue to provide services to the women in their community who are facing unplanned or crisis pregnancies.

Date: February 9, 2018

Grant Manager: Mary Ottman